

Little Disciples Childcare



Collection of Fees Policy

At Little Disciples Childcare, our aims and objectives are to provide and develop a reliable, affordable, and quality Childcare facility before school, after school, and during the school holidays.

Approved by:	Little Disciples Senior Management Team
Adopted by:	Trustees of the Little Disciples Management Committee
Scheduled review date:	July 2024
Agreed by Person in Charge: <i>Signature & Dated</i>	
Agreed by Responsible Individual <i>Signature & Dated</i>	

Collection of Fees Policy

The objective of this policy is to:

- Set out clearly for parents, staff, and committee members when and how payment of fees is expected.
- Secure prompt payment
- Minimise bad debt.
- Safeguard the Setting and its sustainability.

The Importance of Prompt Payment

Little Disciples Childcare aims to keep fees as affordable as possible whilst providing a high-quality provision run by qualified staff. Late payment of fees has a huge impact on the sustainability of our Setting: failure to pay by a given deadline can mean that staff, many of whom are on minimum wage, cannot be paid on time. When non-payments accrue, either from one family or from several, it can even result in the future of the setting becoming uncertain and being unable to meet other financial commitments leading to closure.

Fees from September 2023

Fees	
Welsh Government Free Breakfast Club 8.20-8.50am:	FREE
Permanent Breakfast Club: 7.50am-8.20am:	£3.75
Permanent After School Club 3pm until 6pm:	£14.25
ADHOC Breakfast Club	£5
Permanent Breakfast Club & Afterschool Club on the Same Day	£16.00
ADHOC Afterschool Club 3pm until 6pm:	£16.00
Early Pickup by 3.30 pm: <i>PN: If collection is later than 3.30 pm there will be an additional charge of £9.25</i>	£5
Holiday Club Full Day – 8am until 5.30pm	£35.00
Holiday Club Half Day AM: 8am until 1pm or PM: 1pm until 5.30pm (No Increase)	£18.00
Nursery Plus (11.30am until 3pm)	£17.50
Full Wrap Around Package including breakfast Club, Nursery Plus & Afterschool Club	£35.50

We also offer the childcare offer for parents/carers, for more information please contact the Manager at littledisciples2015@outlook.com or visit <https://www.gov.wales/childcare-offer-for-wales-campaign>. This offer enables parents/carers to receive up to 17.5 hours free childcare during term-time and 30 hours free childcare during school holidays for up to 9 weeks. When parents/carers register with Little Disciples for the nursery plus service or Wrap Around Service, we will expect them to fully utilise the available hours which will support both our parents/carer and our business too.

The setting will provide parents/carers with an invoice monthly, by no later than the 20th of the preceding month. This invoice is available on your iPal account.

Parents can pay fees monthly and fees should be paid **no later than** last day of the month for the preceding month. e.g. If fees have not been paid by this date, the Manager or the Little Disciples

Management Committee will follow the unpaid fees procedure. The setting reserves the right to refuse to provide a Childcare space for the child until payment is received.

Fees should preferably be paid by bank transfer to the account detailed below or alternatively by paying by card via your iPal account.

Account Number: 61580213

Account Sort Code: 40-41-29

Account Name: Little Disciples Childcare

Bank Name: HSBC

Changes to fees

The setting will notify parents of any changes to fees in writing at least one month before they are implemented. Fees may be increased periodically as deemed necessary to cover costs.

Additional sessions

The setting understands that sometimes Childcare is required at late notice. Parents/carers are asked to provide at least 24 hours' notice for adhoc sessions and, where there is space and adequate staffing levels available, the setting will try to meet this need. If parents/carers are unable to give 24 hours' notice, they are still able to request the extra session. The setting asks that in cases of last-minute bookings, the requests are made via the school telephone or in person and not through email, and that parents wait to receive confirmation that a place is available before sending their child to setting.

Additional sessions should be paid as soon as possible following the booking being made, and no later than one week after use or a late payment charge will be enforced.

Late collection

Parents/carers must collect their child prior to the setting closing time at 6pm (Holiday Setting 5.30pm). In situations where children are not collected by this time, parents/carers must contact the setting as soon as possible.

If parents/carers are 1-15 minutes late, a £15.00 late collection charge will be added onto their next bill. If a parent is late to collect their child and does not contact the Setting, the Manager/Deputy Manager will use the contact number/s provided to try and get in touch with the parent.

In the event of not being able to contact persons on the registration forms after 30 minutes the Manager/Deputy Manager will contact the Responsible Individual and Duty Officer at Social Services to advise them of the situation and take their advice on further action (please see our Arrival and Collection Policy). If parents/carers are 16-30 minutes late a £30.00 late collection charge will be added to their next bill.

1-15 minutes 6-6.15pm	£15.00 late fee
16-30 minutes later e.g., 6.16pm – 6.30pm	£30.00 late fee

Sickness/illness

Parents must notify the setting as soon as possible regarding attendance/non-attendance of their child due to sickness and no later than 9am on the day of use. In cases of long-term illness/long term health conditions, the setting will discuss payment/notice expectations with the parents/carers, and this will be monitored and evaluated on a regular basis to ensure any agreement remains practical.

Holidays

If parents wish to take their child out of the setting to go on holiday, then fees are still payable to retain the Childcare place.

Setting closure

If the Setting is unable to open due to adverse weather conditions or other circumstances, parents will be informed as soon as is reasonably possible, and no payment for the session in question will be required. Any refund will be credited to your iPal wallet which will go towards future payments.

Ending of contract

If parents/carers wish to end their contract with the setting, a *month's* notice must be given from the date the setting is told. If parents/carers wish to remove their child immediately without notice, payment will still be required for the sessions that would have been used within the month. If payment is not received, the unpaid fees procedure above will be followed.

If a child is excluded from the setting, parents/carers will be expected to pay fees up to and including the date of exclusion but not beyond this point.

Setting Procedure for the Late Payment of Fees

If payment is not received by the date outlined in the Fee Policy, the following procedure will be followed. We may charge interest on unpaid invoices from the date the payment is due on a daily basis at the statutory rate (currently 8%).

Stage 1: (7 Days after payment is due)

The Setting Manager will hold a verbal conversation with the parent to highlight the issue to ensure a satisfactory ongoing relationship,

Stage 2: (14 days after payment is due)

The Manager will send a polite initial letter/ email raising concern about the unpaid debt and enclosing the unpaid invoice just in case they are unaware, offering them the opportunity to come and discuss with you – include a timescale. This letter should also state that failure to pay fees owed will result in the child/ren not being able to continue to access the service.

Stage 3: (21 Days after payment is due)

The Committee will send a further strongly worded letter indicating the deadline for payment and what the next step is if payment isn't received by the deadline stated (within 7 days)– this should also state that the child/ren will no longer be able to access the setting from the following week should payment not be received immediately.

Stage 4: (1 Month late)

The Committee will send a further letter indicating that you have passed the debt to a third party but also saying they are still able to pay you.

Stage 5: (1 Month Late)

Write to your 3rd party collector with details of the outstanding debt, copies of invoices and letters sent.

Stage 6: (6 weeks late)

if the debt remains unpaid the committee will liaise with the 3rd party collector and the management of the setting to make the decision whether to take the debtor to the small claims court.